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CSB: _____

DATE: _____

A. General and Administrative

1. Current written reimbursement policies?

2. Job descriptions for each reimbursement position?

3. What type of continuing education and/or training is provided to reimbursement staff?

4. Are employees given training on client confidentiality and release of information?

5. Are copies of the following references or manuals maintained in the CSB administrative offices and available as necessary to the reimbursement staff:

	YES	NO
a. Code of Virginia	___	___
b. DMHMRSAS Reimbursement Manual	___	___
c. Set-Off Debt Collections Procedures	___	___
d. Medicare Manual	___	___
e. Medicaid Manual	___	___
f. Blue Cross/Blue Shield Manual	___	___
g. Champus Manual	___	___
h. Local (city/county) policies/procedures	___	___

B. Intake Procedures

1. Are clients notified of financial responsibility prior to the initial intake?

2. When are financial interviews conducted?

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3. In what setting are financial interviews conducted?

4. Who conducts the financial interview?

5. Is the client required to sign fee agreements?

6. When is third party coverage verified?

C. Ability to Pay

1. Explain what type of fee assessment methodology is used by your CSB.

2. Is income verified before fees are assessed? If not, explain why.

3. Who is involved in fee setting?

4. What is your CSB's minimum fee? If it is zero, explain why.

5. How often are client fee assessments updated?

D. Client Financial Records

1. Where are client financial records maintained?

2. Does the client financial record contain the following:

- | | | | |
|----|-------------------------------------|-----|-----|
| a. | Financial questionnaire | ___ | ___ |
| b. | Copies of third party payor card(s) | ___ | ___ |
| c. | Signed payment agreement | ___ | ___ |

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- d. Assignment of benefits and release forms to bill third party payors ____
- e. Income verification ____
- f. Insurance verification and/or pre-authorization ____
- g. Correspondence (i.e., third party, clients, etc.) ____

3. Are clinical records available to reimbursement staff?

E. Third Party Billing

1. Do you operate a parent-infant program? If so, is it certified?

2. What third party carriers do you bill?

CARRIER	HOW OFTEN
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

3. How often do you follow-up on unpaid claims?

4. Are payments demanded of third party payors if payment is sent to the subscriber in error?

F. Accounts Receivable

1. Are statements regularly sent out:

a. For all accounts? If no, designate those, which are not sent out.

b. At least monthly? If no, designate frequency.

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c. By whom?

d. By a person independent of ledger posting?

e. By a person with no access to cash?

2. Are aging schedules:

a. Prepared monthly? If no, designate frequency.

b. By whom are the schedules reviewed?

G. Bad Debt Write-offs

1. What are the CSB's written credit and collection policies and procedures?

2. When are accounts written off?

3. Who determines what accounts are to be written off and on what basis is this decision made?

4. Who approves write-offs and on what basis is the approval made?

H. Cash Receipts – Mail Receipts

1. Mail is opened by:

Name: _____

Title: _____

a. Does this person have any duties related to:

1. Accounts receivable bookkeeping

2. Credit and collections

If yes, explain:

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2. Are checks restrictively endorsed immediately upon receipt by the person opening the mail? _____
- If not, then by whom and when. _____

3. Is a record of the money and checks received prepared by the person opening the mail? _____
- If not, by whom? _____

Name: _____

Title: _____

- a. Is this record verified with the deposit? _____

If yes, by whom.

Name: _____

Title: _____

I. Cash Receipts - Counter Receipts

1. If manual receipts are used:
- a. Are receipts pre-numbered? _____
- b. Numerical sequence is checked by whom: _____

Name: _____

Title: _____

- c. How are unused receipt books safeguarded? _____

2. Are checks restrictively endorsed immediately upon receipt? _____

3. Receipts are handled by the following individuals up to and including the deposit:

Name: _____

Title: _____

Name: _____

Title: _____

Name: _____

Title: _____

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4. Who prepares the deposit?

Name: _____

Title: _____

a. Does this person have any other cash duties? _____

If so, what duties: _____

5. Who takes the deposit to the bank?

Name: _____

Title: _____

a. Does this person have any other cash or accounts receivable duties? _____

If so, what duties? _____

b. Are each day's receipts deposited intact on that day? If not, please explain _____

6. Where are receipts that are not immediately deposited maintained?

J. Representative Payee

1. Are Board employees Representative Payee for clients? _____

If so, what staff positions? _____

2. Are there written policy and procedures for representative payees? _____

3. Are there individual bank accounts established for each client with a representative payee? _____

4. Are client income checks directly deposited electronically into the bank account? _____
If no, how are client income checks deposited into the client's bank account. _____

5. Are client bank accounts reconciled routinely? _____

If yes, how often and by whom? _____

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6. Are year-end expenditure reports created and reconciled? _____

K. Information Systems

1. How frequently is the automated accounts receivable system backed up?

2. Is the data stored off site? _____
If yes, where? _____

Executive Director: _____

Date _____

Fiscal Director: _____

Date _____